

5.1 The Voter Registration Office

The local governing body is required by the Code of Virginia ([§ 24.2-411](#)) to provide the general registrar with adequately furnished public office space within the locality. The local governing body must also provide postage, stationery, equipment, office supplies, and necessary communications services (*e.g.* phone, fax, and internet). In addition, there should be adequate funding for computers and support, supplies, and computer training for the general registrar and the staff as well as sufficient funding for them to attend the SBE's mandatory annual training. The Commonwealth of Virginia does not reimburse the locality for these expenses; nor does the state reimburse for assistant registrars or officers of election. ([§ 24.2-111.](#))

It is the responsibility of the general registrar and electoral board to obtain sufficient funding for the office from the local governing body. When justifying the budget request, remember to point out that although the Code requires that the locality pay the entire "cost of conducting elections" ([§ 24.2-600](#)), the locality bears only a portion of the cost of operating the office. Virginia is unique in that the State pays or reimburses all or a portion of the following expenses:

- the general registrar's base salary;
- electoral board salaries;
- electoral board mileage and expenses;
- the VERIS system and related expenses; and
- registration related forms.

5.1.1 Public Access

The general registrar must ensure that the public may, without difficulty, find contact information for their office. For example, it is the general registrar's responsibility to list the office telephone number that must be listed in the telephone directory under "Voter Registration" or "Elections." This listing can be either alphabetically within the local government listings, alphabetically within the directory, or a combination of these.

The general registrar's office must be clearly marked. Both exterior and interior signs should make the registration office easy for citizens to locate.

All voter registration offices must be accessible to persons with disabilities. A statement of accessibility, a TTY number (it can be the locality's TTY number), and a number to call to request special accommodations are to be included in all advertising.

5.1.2 Operating Hours

The biennial General Appropriations Act directs that general registrar offices in cities or counties with populations under 10,000 must be open at least three days per week (Monday, Tuesday, and Thursday or as otherwise determined by SBE), January through July, and a minimum of five days per week August through December. Small localities with elections earlier in the year may require additional office hours for voter registration and absentee voting. The SBE, when the legislature appropriates funds, may authorize part-time registrar offices to open additional days during January through July. Such authorizations are approved by the SBE on an as-needed basis, within the available funding. To request any such additional funds, the electoral board should adopt a resolution approving the request. Upon approving the resolution, the Secretary of the electoral board should send a signed letter to the Secretary of the State Board of Elections stating the request. The letter must state the dates the office will be open in order to appropriate any additional funds.

All other offices must be open five days per week. The normal operating hours of a general registrar's office vary by jurisdiction. Hours are listed in the "General Registrars' Directory" (using information you enter in the VERIS Directory).

If the office has at least one full-time assistant, lunch hours are to be staggered so that the office is open continuously during the operating hours for each locality. A person who is working alone and who must leave the office unoccupied must put a note on the door giving the time of return. Do not ever say, "Back in 10 minutes"; rather, say, "Back at 1:15 p.m."

In addition to normal office hours, each office must be open during the following times:

- On any day that has a 7:00 P.M. filing deadline with the local election office, from 9:00 a.m. to 7:00 P.M.;
- On the twenty-second¹ business day prior to a primary or general election (or the normal last registration day for any other election), the registration books will close at your office's normal closing time, but no earlier than 5:00 P.M., and your office must be open a minimum of eight hours, or, if the twenty-second day falls on an official holiday, the following day must be considered the final day for registration.
- On the first and second Saturdays immediately preceding all general elections, except May general elections held in towns; and
- On the Saturday immediately preceding any primary election, May general election held in a town or special election, the office must be open a minimum of eight hours between the hours of 8:00 a.m. and 5:00 p.m. to provide in-person absentee voting.

¹ Effective January 1, 2010

5.1.3 Emergency Closings and Holidays

Any variation from the stated hours must be handled as a change in voting procedures and submitted to the Department of Justice for preclearance, unless the locality has completed the ‘bail-out’ process. Bailed out localities must provide public notice of changes. Localities that have not bailed out must notify DOJ of any office closing not addressed in the preclearance submission for the locality’s hours of operation. A call to DOJ on the day of the emergency followed by written notice detailing the procedures followed is needed. The same form used for emergency polling place relocations can be submitted for a general registrar office emergency. See Chapter 13

The general registrar’s office must observe the same holiday schedule as that observed by the local governing body unless that holiday schedule conflicts with one of the mandated dates specified in this chapter. There may be occasions when the registrar is working in the office on a day or time when the office is closed. This is most likely to occur during the pre-election period. If a citizen comes to the office during such a time, there are some restrictions on how that person may be served. For instance, during the period when absentee voting is being conducted in person in your office, the registrar may not allow a voter to apply for and cast an absentee ballot during hours when the office is closed. Remember that the registrar’s office is considered a polling place in this instance, and voting in any polling place may only be conducted during the stated hours. If someone comes to the office at such a time seeking to register to vote, the registrar may offer them a voter registration application, but cannot accept the application at that time as an in-person registration. These restrictions are necessary to ensure that all voters are treated fairly.

5.2 Registration Offices at the Department Of Motor Vehicles

With the advent and maturing of the National Voter Registration Act (NVRA), many registrars are establishing offices within DMV facilities. Since the majority of registrations now come from the DMV, these arrangements have proven advantageous both to expedite the registration process, and to reduce registration problems.

There are two ways to establish an office at the DMV: co-location and relocation.

- Co-location: A satellite office or space within the DMV that is staffed by an employee of the general registrar’s office.
- Relocation means physically moving the registrar's main office to the area DMV facility. While there is much overlap in issues involved in co-location and relocation, these methods are discussed separately below:

5.2.1 Co-location

Since many registrars have established satellite “offices” within DMV facilities, the DMV state office and the SBE have established a general framework for such activities. However, in preparing to make such an arrangement, the registrar must establish a good working relationship with the local DMV manager and make sure all details are worked

out beforehand. The registrar should contact other registrars who have such an arrangement to ensure that he/she is aware of all the potential issues that may arise.

Benefits of establishing a satellite office in DMV:

- The voter will be better served because the registrar will be providing the employee(s) who will operate the site and the registrar's employee(s) will be more knowledgeable about the registration process than DMV employees;
- The registrar's employee(s) can check to see whether an applicant is already properly registered; DMV employees cannot legally do this;
- The registrar's employee(s) can prevent unnecessary or incomplete registrations, saving much paperwork and time;
- They can enter new applicants directly into VERIS;
- Finally, the registrar's employees can sort applications by locality and send them directly to the receiving locality, thus saving the time it takes for applications to go through the SBE sorting process.

⚡ A customer comes to a DMV clerk to apply for a driver's license. The DMV clerk asks the customer if he/she wishes to register to vote. The customer says yes, is given a Print-on-Demand preprinted voter registration application and is instructed to complete the application and take it to the voter registration desk. The assistant registrar

- check the application for completeness;
- check VERIS to see if the customer is already registered at the address indicated on the voter registration application and checks other information to ensure the accuracy of the data in VERIS.
 - If the information on the voter registration application matches the information in VERIS, the assistant processes the application as a re-registration.
 - If this is a new voter or there is any change in the information, the assistant gives the customer an "acknowledgement of receipt of application" and tells him/her approximately when he or she will receive a voter card.
- If the applicant is from the same locality as the assistant registrar, the assistant registrar then may either scan the bar code on the Print-on-Demand application or manually enter the data in VERIS.
- If the customer is from a different locality, the application is packaged with similar applications and sent to the appropriate locality.

There are variations on this typical process depending on local circumstances.


An assistant registrar at a co-location may do the data entry for changes or new registrants for more than one locality. Both general registrars must agree, sign a written agreement, and forward the signed agreement to SBE. In this case, one general registrar must agree to act as the supervisor and will request routine access for the assistant as an employee of the supervising locality. The sharing agreement should include the roles requested for the assistant in the non-supervising locality. Once SBE receives the signed agreement, the VERIS Help Desk will issue the assistant a second VERIS user name and initial password for the new, non-supervising locality. If more than two localities are involved, the general registrar of the supervising locality must enter into individual

agreements with each participating general registrar and the assistant will receive a separate user name and password for each non-supervising locality. The supervising general registrar must instruct the assistant to use separate passwords for each user name.

VERIS user names and passwords are to be protected and never shared. The integrity of the system depends on each individual playing her/his part in adhering to Commonwealth security policies and procedures. SBE trusts each user with login information and each user is responsible for keeping that login information private. VERIS provides for automatic password resets on the login screen, and the Help Desk is available to assist if the automatic reset fails. Deliberate sharing of log-in information even with other elections personnel may be grounds for terminating access to the system and disciplinary action. Allowing access by unauthorized persons may result in serious civil and criminal penalties and trigger security breach notification requirements to notify all affected voters. See §§ [18.2-186.6](#), [24.2-1002.1](#), [24.2-1009](#).

A locality should consider the following before it establishes a co-location:

- The participating registrar(s) must staff the site all hours that the DMV is open. Since this is typically more than 40 hours a week, the registrar(s) must ensure that adequate personnel are available. The DMV will not and should not provide its own personnel to staff the registration desk at any time;
- The DMV provides and maintains the necessary space, and equipment to run the registration site;
- The DMV will provide a computer, while SBE and VITA will ensure access to the VERIS and the SBE website.

 This is not true for relocations, only co-locations.

The registration function should be in a space clearly delineated from the regular DMV functions. There should be large and clear signage showing that the registrar's employee is there for voter registration purposes only. DMV employees are instructed to send any registration applicants to the voter registration desk.

5.2.2 Staffing

Staffing a co-location can be difficult, because it requires more than one employee to staff the site for more than 40 hours a week. There are at least two ways to handle this for localities not necessarily able to provide sufficient staff on their own:

- Multiple staff representing multiple localities: Because most DMV offices serve multiple localities, the registrars may wish to set up the staffing so that each affected locality provides some of the staffing. If there are two major localities that are served by the DMV, then each locality can provide one person, and the two can split the time at the DMV. (These employees may work solely at the DMV or may also work part of the time in the registrar's office.) If there are three localities served, the DMV time may be split three ways, and so on. If the registrars choose this option, then they must ensure that each employee follows the same procedures while serving at the DMV.

- Staff shared by multiple localities: Alternatively, the registrar may employ staff members who are shared by more than one locality. (§ [24.2-112](#).) One locality must serve as the administrative “lead” for such an arrangement, provide personnel supervision, and pay the employee(s). The other localities in this arrangement will then reimburse the lead locality (pay and benefits) based on a pre-arranged formula. While the shared-staff arrangement has its drawbacks, it may provide an easier way of obtaining funding from local governing bodies for the extra staff required for the co-location.

5.2.3 Pre-clearance

Localities need to apply to the US Department of Justice for pre-clearance in order to establish a co-location unless the locality has been bailed out, since it involves a change in registration sites. (See Chapter 24 for more information.)

5.2.4 Relocation

Relocation involves moving the primary registration office (and in most cases the electoral board office) to within the DMV facility. To do this, the registrar will need to establish a close working relationship with the state and local DMV officials, since there will be many items to be addressed:

- Office Size: Does the DMV facility have adequate space to establish a working office? The space must be large enough for day-to-day activities as well as election preparation.
- On-site storage: Does the DMV facility have adequate additional space for all the materials, supplies, and equipment that were stored at the former location? In some cases, storage may be available in the former location, but it should be easily accessible.
- Parking: The DMV will need to be able to provide sufficient designated parking spaces for voter registration and absentee voters, including spaces accessible to persons with disabilities.
- Access to facilities: What are the provisions for the registrar and his/her employees to have access to bathrooms, lunchroom, etc.? Will the office space be in a place that has full public access?
- Access during DMV off-hours: Although DMV offices are generally open for more hours than registration offices, the registrar will need to ensure that there will be full access, including public access, to the office(s) when the DMV is closed. This is particularly important during the candidate filing and pre-election periods.
- Security: Since DMV offices are considered targets for robbery, terrorism and the like, they will have heightened security systems in place. Will these security systems interfere with normal operation of the registrar's office, especially during DMV off-hours? Conversely, will there be adequate security and storage space for voter registration and election purposes?
- Computer System: Unlike a co-location, at relocation the DMV is not responsible for providing the registrar a computer. Therefore, the registrar will have to make

arrangements with their locality to provide the cabling and equipment necessary for computer access at the DMV facility. Making these arrangements is often a complex and time-consuming process and should be started well before the actual move.

- Furniture and Equipment: What do you need, and who will provide it?

5.2.5 Establishing an Agreement with DMV

The registrar will need to develop a lease agreement with the DMV for the space. Since DMV authorities have actively encouraged registration office relocations, the cost of leasing space in their facilities is quite low. Such a lease agreement is not between the registrar and the DMV, but between the local governing body and the DMV, since the local governing body is legally responsible for providing the registrar with office space. ([§ 24.2-411](#).) However, all the particulars in the agreement directly affect the registrar, who should be involved and consulted about the details before any agreement is made. Important issues include the length of lease, and provisions for renewal, termination, and access provisions. It is best to keep hours of operation out of the lease to have the flexibility to change them without having to change the lease. The registrar is encouraged to look at leases from other localities that have relocated to make sure all relevant details have been considered and included.

5.2.6 Public Notice and Pre-clearance

The registrar will need to develop a plan for notifying the public about the move. In addition to public notices, advertisements, and press announcements, because the registrar's office is a polling place for in person absentee voting, mailed notice of the move to all voters in the locality should be provided at least 15 days before any election. ([§ 24.2-306](#).) One method to accomplish this is to send new voter cards to all voters showing the new registrar office address. However, this may be too costly. Alternatively, mailed notice of the registrar office move may be in the form of a generic post card eligible for lower postage rates. Also, unless the locality has successfully completed the bailout process, the locality will need to apply for pre-clearance before it can move the registrar's office. The pre-clearance and voter notification requirements are important to consider in planning the timeframe for the move and costs.

5.2.7 Relocation and Co-Location

Registrars, who have relocated their office to the DMV, will probably want to establish a registration space in the DMV lobby area also. This is much easier to do if the registrar's office is already in the building since it allows for easier staffing arrangements. However, the registrar must consider all the co-location issues discussed above.